

# POLCO Survey Frequently Asked Questions



## What is the purpose of this survey?

This survey is part of Project Why, an initiative focused on building trust in government by understanding clearly how, when, where, and why trust is lost.

Our initiative prioritizes engaging with residents to co-design better city services. This survey establishes a baseline for us to compare how we are doing moving forward, and compared to other cities.

For more information on Project Why, visit [nola.gov/projectwhy](http://nola.gov/projectwhy).

## Why are you measuring trust in New Orleans?

You can't manage what you don't measure! – This sentence is too harsh...

For example, the more people feel informed, the more they trust their local government. If we rate poorly for this category, our team knows that we must improve on how we communicate essential information to residents.

We can use our measurements of trust (an increase or decrease in results) to keep track of how well we are informing residents in the future.

## How can I take the survey?

The survey is available online. In addition, paper copies are available at all New Orleans Public Libraries and NORD Recreation Centers.

This survey will be available through **April 1, 2022**.

## Do I have to create an account?

No.

## Do you need to know my identity to complete this survey?

No, all responses are anonymous. However, you can choose to share your information with Polco by creating an account on their website.

The survey platform will keep your information confidential and before they share the survey results with the City, your responses will be anonymous.

## Are you saving or using my contact information?

The City of New Orleans and Polco will not save and/or sell the contact information of anyone who takes this survey. The answers are 100% private, confidential, and anonymous.

If you are uncomfortable with filling out an online survey, you can also pick up a hard copy in English, Spanish, or Vietnamese at any library branch, NORD center, or City Hall.

**Why is this survey so vague? Why are the survey answers limited to "Excellent, Good, Fair, Poor"?**

We use the same questions and scale to make sure our results can be compared to other cities and surveys from the past 25 years.

**When you refer to the "City of New Orleans", are you including Sewage and Water Board, New Orleans Police Department, etc.?**

No. This survey is focus on the "City of New Orleans" as a whole entity, including all of the departments that fall under City services. In the future, we plan to have additional surveys specific to agencies, departments, or services and topics of concern.

**Will the results of the survey be published?**

Yes, results will be published on the Project Why website ([nola.gov/projectwhy](http://nola.gov/projectwhy)) in May. We hope to build a dashboard to share these metrics with the public on an ongoing basis.

**What are you going to do with the results of the survey? Is this going to change anything? Don't you already know this stuff?**

This survey is part of a larger project to develop a universal tool for measuring trust in government, along with key measures so we can track our performance clearly, consistently, and transparently.

This is the first survey, so these results will establish our baseline that we compare ourselves to in the future to measure impact.

This survey also breaks down trust into key elements that are slightly different, which helps us understand what we need to focus on the most, while delivering services that meet your needs and meaningfully engaging with our community.

We plan to release additional surveys in the future about specific topics and services. Let us know if you'd like to stay in touch! Contact information is below,

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